

HIMS


Human Resources Command Identity
Management System

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SPEX

The IMS Application is available via SPEX (Secure Processing Extranet) on the Public Internet.

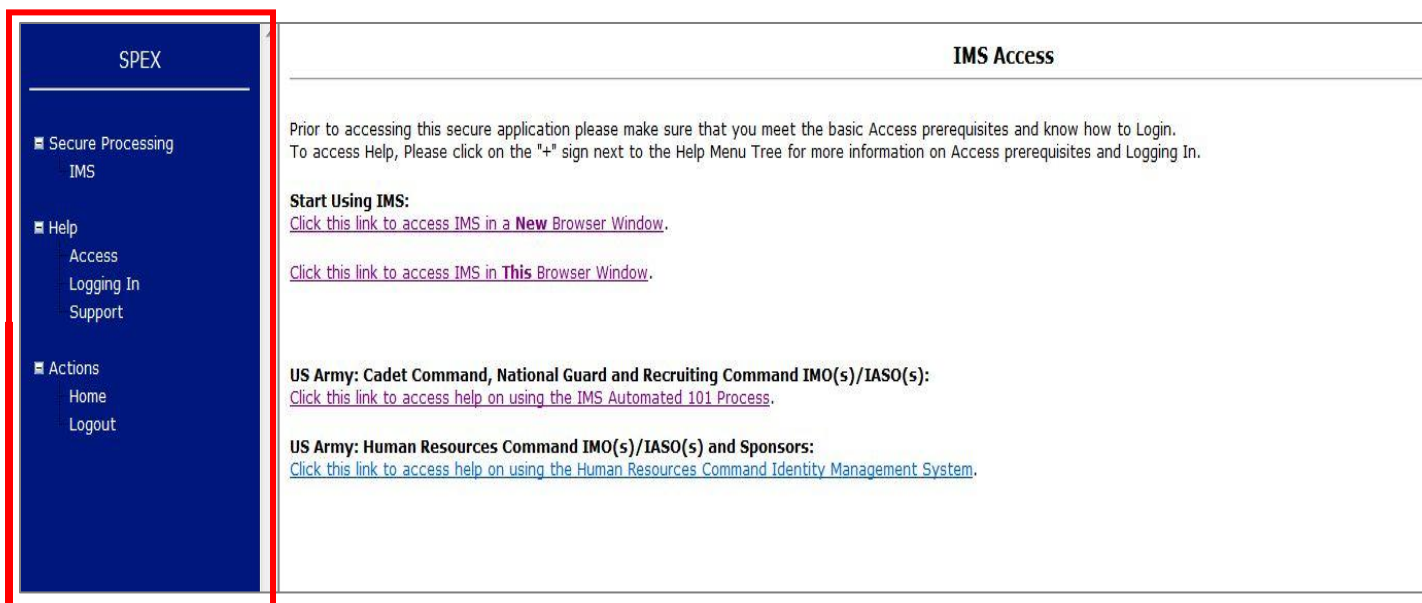
URL: <https://spex.usaac.army.mil>



United States Army
Secure Processing Extranet
(SPEX)

THIS COMPUTER SYSTEM, INCLUDING ALL RELATED EQUIPMENT, NETWORKS AND NETWORK DEVICES (INCLUDES INTERNET AND E-MAIL ACCESS) ARE PROVIDED ONLY FOR AUTHORIZED U.S. GOVERNMENT USE. DOD COMPUTER SYSTEMS MAY BE MONITORED FOR ALL LAWFUL PURPOSES, INCLUDING TO ENSURE THEIR USE IS AUTHORIZED, FOR MANAGEMENT OF THE SYSTEM, TO FACILITATE PROTECTION AGAINST UNAUTHORIZED ACCESS, AND TO VERIFY SECURITY PROCEDURES, SURVIVABILITY, AND OPERATIONAL SECURITY. MONITORING INCLUDES, BUT IS NOT LIMITED TO, ACTIVE ATTACKS BY AUTHORIZED DOD ENTITIES TO TEST OR VERIFY THE SECURITY OF THIS SYSTEM. DURING MONITORING, INFORMATION MAY BE EXAMINED, RECORDED, COPIED AND USED FOR AUTHORIZED PURPOSES. ALL INFORMATION, INCLUDING PERSONAL INFORMATION, PLACED ON OR SENT OVER THIS SYSTEM MAY BE MONITORED. USE OF THIS DOD COMPUTER SYSTEM, AUTHORIZED OR UNAUTHORIZED, CONSTITUTES CONSENT TO MONITORING. UNAUTHORIZED USE OF THIS DOD COMPUTER SYSTEM MAY SUBJECT YOU TO CRIMINAL PROSECUTION. EVIDENCE OF UNAUTHORIZED USE COLLECTED DURING MONITORING MAY BE USED FOR ADMINISTRATIVE, CRIMINAL OR OTHER ADVERSE ACTION. USE OF THIS SYSTEM CONSTITUTES CONSENT TO MONITORING FOR ALL LAWFUL PURPOSES.

From this page, click the "Continue" button to proceed.



SPEX Landing Page/IMS Access

Notice the three (3) headers on the left-hand side of your screen. You may need to click the [+] next to each header to expand the menu.

Secure Processing

- **IMS:** This link will provide you with the link to access the IMS system (it is recommended you view the Help section below prior to accessing IMS) and also download this HIMS User Manual.

Help

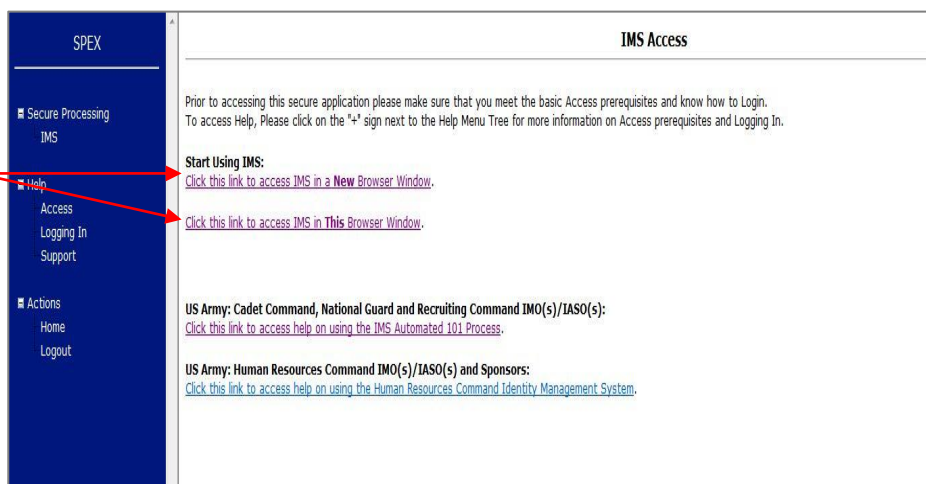
- **Access:** Outlines the prerequisites needed to access the IMS system
- **Logging In:** Instructions along with screenshots outlining the login sequence with your CAC. **Note: Use DOD EMAIL Certificate when logging into IMS.**
- **Support:** Email and Phone Number for support

Home

- **Home:** This link will return you back to the SPEX homepage (<https://spex.usaac.army.mil>)
- **Logout:** Will log you out of SPEX

Under the Secure Processing Header, click the IMS link.

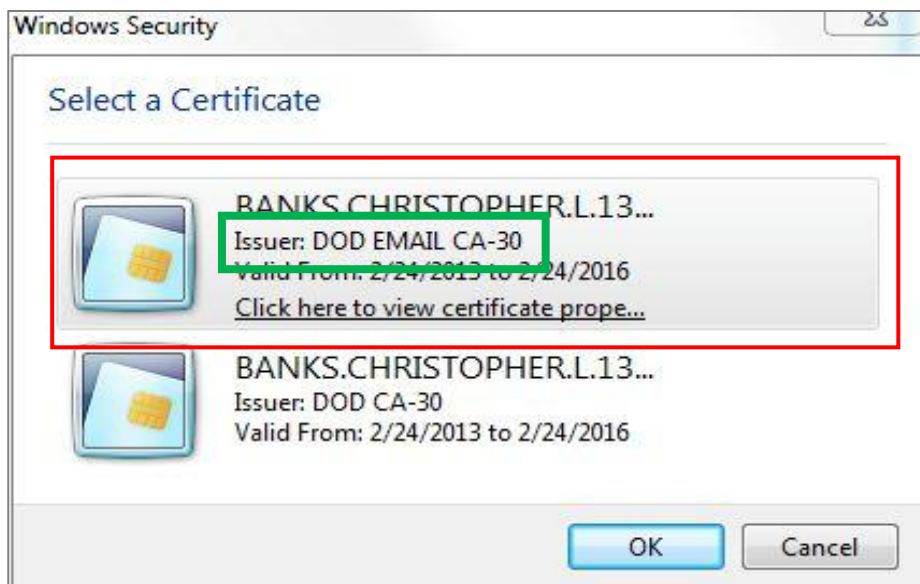
Click either of the two links to access IMS (either to load in a NEW browser window or the current browser window). There is no difference in the links other than opening in the current browser window or a new one.



You will then get a pop-up prompt instructing you to select your DOD EMAIL certificate, click "OK"



Click your DOD EMAIL certificate then click "OK"



If you have IMS Sponsor level Access, your IMS homepage will look like the following:

Identity Management System (IMS)




IMS Landing Page

- **Add/Update Access:** Add new users or update existing users' access in IMS
- **View User Access:** View existing users application access, user IDs, sponsorship level, activity logs and/or user account comments
- **Manage Sponsorship:** Delegate another user as a sponsor (*Level 2 sponsors only*)
- **Transfer User:** This option is to transfer a user from sponsor to sponsor, not PSC to PSC.
- **Deactivate User:** Remove all application access from a user and place their profile in 'deactivated' status
- **Work List:** View listing of users that you have added access to and/or updated with quick access to Actions List (Update, View Access, Manage Sponsorship, Transfer, Deactivate)
- **Pick List:** List all users listed under your PSC code or search for user by Last name with quick access to Actions List (Update, View Access, Manage Sponsorship, Transfer, Deactivate)
- **Reports:** Run reports to view what applications your users have access to, either can be ran by PSC code or by the application. Note: The reporting feature does not guarantee the application account is active. Sponsor may need to contact the system support helpdesk to correct account access or permission issues. See system support contact information at bottom of this manual.

Adding a New User

Click the “Add / Update Access” link located in the left-hand navigation

Input the user AKO ID in the text box and click the “Fetch User” button

Add Update User Access 

* AKO User ID: **Fetch User**


General Information

SSN:
Rank / Grade:
First Name:
Middle Name:
Last Name:
Employee Type:
AKO EMAIL Address:
PSC CODE:

Location Information

Street Address:
Room # /Mail Stop:
City:
State / Province:
Postal Code:
Country:
DSN Phone:
Work Phone:

IMS Retrieves Location Information from AKO: Corrections MUST be performed at AKO.

Security Eligibility to Classified Information Explanation Table 


SECURITY ELIGIBILITY TO CLASSIFIED INFORMATION: 0	STAGE IN THE PROCESS OF SCREENING: 0
LEVEL OF AN OFFICIAL BACKGROUND INQUIRY CONDUCTED: 0	DATE GRANTED SECURITY ELIGIBILITY OR ACCESS: 00/00/0000
DATE BACKGROUND INQUIRY SECURITY CLEARANCE COMPLETED: 00/00/0000	RESPONSIBLE AGENT FOR GRANTING INDIVIDUALS ELIGIBILITY: 0
DATE BACKGROUND INQUIRY SECURITY CLEARANCE STARTED: 00/00/0000	UIC:

ITAP Security Clearance and UIC Data Status:

☒ I verify that for Civilian/Contractor personnel, a favorable National Agency Check with Inquiries (NACI) or for Military personnel, a National Agency Check with Local Agency Check and Credit Check (NACLCL) has been completed on this user. I will notify ISD Security immediately to terminate this access approval if the investigation status of the user changes.

IMS Version 1.31.001
 Comments to [IMS Admin Team](#)

You will see a note under the AKO User ID text box: New User at AKO

Add Update User Access 

* AKO User ID: **Fetch User**

Note: Found New User at AKO


General Information

SSN: *****
Rank / Grade: Mr
First Name: Gary
Middle Name: Wayne
Last Name: Thomas
Employee Type: DA
AKO EMAIL Address: gary.thomas@us.army.mil
PSC CODE: HR01

Location Information

Street Address: 1600 Spearhead Div Ave, Dept 600
Room # /Mail Stop:
City: Fort Knox
State / Province: Kentucky
Postal Code: 42701
Country:
DSN Phone: 983-7968
Work Phone: (502) 613-7968

IMS Retrieves Location Information from AKO: Corrections MUST be performed at AKO.

Security Eligibility to Classified Information Explanation Table 

SECURITY ELIGIBILITY TO CLASSIFIED INFORMATION:	STAGE IN THE PROCESS OF SCREENING:
LEVEL OF AN OFFICIAL BACKGROUND INQUIRY CONDUCTED:	DATE GRANTED SECURITY ELIGIBILITY OR ACCESS:
DATE BACKGROUND INQUIRY SECURITY CLEARANCE COMPLETED:	RESPONSIBLE AGENT FOR GRANTING INDIVIDUALS ELIGIBILITY:
DATE BACKGROUND INQUIRY SECURITY CLEARANCE STARTED:	UIC:

ITAP Security Clearance and UIC Data Status:

Get/Refresh Security Clearance and UIC Data from ITAP

Add Access for New User

Cancel

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 Comments to [IMS Admin Team](#)

All General and Location information is pulled down from AKO. If the user information is incorrect or outdated, the user must update this information in AKO. You will not be able to modify this general and location information in IMS.

If you do not know the users' security background information and their data is located in ITAPDB, you can click the "Get/Refresh Security Clearance and UIC Data from ITAP" button.

If you have previously verified this information, you are not required to click this button.

If you are uncertain of the Security Eligibility codes, click the yellow question mark (?) next to the "Security Eligibility to Classified Information Explanation Table"


Security Eligibility to Classified Information Explanation Table ?

Place a checkmark in the box to verify that CIV/CTR user has a favorable NACI or that the MIL user has a NACLIC completed. By checking this box, you have verified the user meets the appropriate security clearance for access to the applications listed in IMS. You may not proceed until you have checked this box.

Knowingly permitting access to a user who does NOT meet the security requirements will result in the loss of your sponsorship privileges in IMS and could result in UCMJ. Regaining sponsorship access to IMS will be handled on an individual basis.


When you have fetched the user data from AKO, verified their security clearance and checked off the checkbox, click the "Add Access for New User" button.

First step you should take as a sponsor is to verify that the user information is correct.

Add Update User Access 

General Information	Location Information	User IDs	Additional Information
AKO User ID: gary.thomas SSN: ***** EDIPI: Rank / Grade: 3A First Name: Gary Middle Name: Wayne Last Name: Thomas Employee Type: DA AKO EMAIL Address: gary.thomas@us.army.mil Sponsor: christopher.banks10 Sponsor Work Phone: 502.613.7552 Sponsor AKO EMAIL: christopher.banks10@us.army.mil	Street Address: 1600 Spearhead Div Ave, Dept 600 Room #/Mail Stop: City: Fort Knox State / Province: Kentucky Postal Code: 42701 Country: DSN Phone: 983-7968 Work Phone: (502) 613-7968	Legacy ID: PERnet ID: TOPMIS/Cirris ID: EDAS ID:	UIC: <input type="text"/> UIC Lookup Get DMSL thru ARQODA Values Via UIC DMSL: <input type="text"/> PSC: <input type="text"/> DML: <input type="text"/> MACOM: <input type="text"/> ARQODA: <input type="text"/> HRC Office Symbol: <input type="text"/> Other Office Symbol: <input type="text"/> Organization / Company: <input type="text"/>

PSC Type: ☐ UA/UB ☐ Other
 Echelon: ☐ MPD ☐ BDE and Div/Corps STB ☐ BN ☐ GI/J1 ☐ HRC ☐ Other
 Duty Position: ☐ Sr. HR Manager ☐ HR Manager ☐ HR Clerk
 Section: ☐ Per Services ☐ Strength Mgt ☐ Other

Application Access: 
☐ AORS ☐ CITRIX ☐ COPS ☐ DATAQUERY ☐ EDAS ☐ EP2 ☐ EPM ☐ SEPM ☐ ITAPDB
☐ MSS1 ☐ SEPS ☐ OSSS ☐ PERNET ☐ RDMS ☐ RPAS ☐ TOPMIS

Mirror Account (AORS, RDMS, RPAS Only):

Comments: [View Comments](#)
 Audit/Activity Logs: [View Account Activity Log](#)

Notes and Results

Notes: * Input is Required

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Comments to [IMS Admin Team](#)

UIC Query

Next, enter the users UIC Code.

If you already know this data, input the user UIC in the UIC text box under Additional Information and click the "Query DMSL thru ARQODA Values via UIC" button. If the UIC is valid, it will auto populate the values for DMSL, PSC, DML, MACOM and ARQODA.

If the UIC is not valid, when you click the "Get DMSL thru ARQODA Values via UIC" button, an error message will appear stating "UIC Could NOT be Found".

You can query the available UIC Codes for your PSC Code by clicking the "UIC Lookup" link here

Add Update User Access

General Information	Location Information	User IDs	Additional Information
AKO User ID: gary.thomas SSN: ***** Rank / Grade: Mr First Name: Gary Middle Name: Wayne Last Name: Thomas Employee Type: DA AKO EMAIL Address: gary.thomas@us.army.mil Sponsor: linda.s.carter1 Sponsor Work Phone: 502-613-7558 Sponsor AKO EMAIL: linda.s.carter1@us.army.mil	Street Address: 1600 Spearhead Div Ave, Dept 600 Room # /Mail Stop: City: Fort Knox State / Province: Kentucky Postal Code: 42701 Country: DSN Phone: 983-7968 Work Phone: (502) 613-7968	Legacy ID: PERnet ID: EDAS ID:	*Query UIC: <input type="text"/> UIC Lookup <input type="button" value="Query DMSL thru ARQODA Values Via UIC"/> *UIC: <input type="text"/> *DMSL: <input type="text"/> ⁽¹⁾ *PSC: <input type="text"/> ⁽¹⁾ *DML: <input type="text"/> ⁽¹⁾ *MACOM: <input type="text"/> ⁽¹⁾ *ARQODA: <input type="text"/> ⁽¹⁾ Office Symbol [HRC Only]: Other <input type="text"/> Office Symbol [Other]: <input type="text"/> Organization / Company: <input type="text"/> <small>Notes: ⁽¹⁾Existing Unverified Values, ⁽²⁾ITAP Value</small>

From the UIC Search box, input the user PSC code in the PSC textbox and click the radio button if the PSC code is exactly as entered or if the PSC code starts with a certain character. Then, click the "List UIC(s) Where:" button.

UIC Search

PSC:

List UIC(s) Where: ☒ PSC is exactly as entered above ☐ PSC starts with characters as entered above

UIC	Description	DMSL	PSC	DML	UNTCA	ARQODA
WZXXAA	TRA TRAN PT		HR01		FC	
WZWNA	TM MOV CON HWY	RRB	HR01	RRR	FC	
WZWEA	MOV CONT	RRB	HR01	RRR	FC	
WZWAAA	MVMT CONTRL TM	RRB	HR01	RRR	FC	
WZW8AA	FWD SURG TM	RRB	HR01	RRR	FC	
WZW3Y1	DET 7	RRB	HR01	RRR	AR	
WZVBAA	TRAILER TRANS	RRB	HR01	RRR	FC	
WZV1AA	MOV CONT	RRB	HR01	RRR	FC	
WZUKAA	S59TH TRANS		HR01		AR	
WZPWAA	DET CARGO DOC	RRB	HR01	RRR	FC	
WZPRA1	CO TML CONT MIN	RRB	HR01	RRR	FC	
WZPNAA	LT MDM TR	RRB	HR01	RRR	FC	
WZPNA3	CARGO DET 2	RRB	HR01	RRR	FC	
WZPNA2	DET 1	RRB	HR01	RRR	FC	

Locate the user's UIC from the list; highlight the UIC and either hit CTRL +C or right click and select Copy.

Close out the UIC Search box and Paste the user UIC in the Query UIC textbox by either hitting CTRL + V or right click and select Paste.

Then click the "Get DMSL thru ARQODA Values via UIC" button.

If you input the wrong UIC, you can enter the correct one or query the UIC list again and update by re-clicking the "Get DMSL thru ARQODA Values via UIC" button.

Once you have set the users UIC, you may also add in the user Office Symbol and their Organization/Company if desired.

Additional Information

* UIC: WZPNAA ☐ ⁽²⁾ UIC Lookup

Get DMSL thru ARQODA Values Via UIC

* DMSL: RRB ☐ ⁽¹⁾

* PSC: HR01 ☐ ⁽¹⁾

* DML: RRR ☐ ⁽¹⁾

* MACOM: FC ☐ ⁽¹⁾

* ARQODA: ☐ ⁽¹⁾

HRC Office Symbol:

Other Office Symbol:

Organization / Company:

Notes: ⁽¹⁾ Existing Unverified Values, ⁽²⁾ ITAP Value

User Role

Next, update the users' role.

Update the users Echelon, Duty Position and Section.

You will not be able to modify the PSC Type. This is auto populated based on the UIC/PSC information from the previous step.

PSC Type: ☐ UA/UB ☒ Other

Echelon: ☐ MPD ☐ G1/J1 ☐ HRC ☐ Other

Duty Position: ☐ Sr. HR Manager ☐ HR Manager ☐ HR Clerk

Section: ☐ Per Services ☐ Strength Mgt ☐ Other

Application Access

Check the boxes next to the applications that the user needs access to. Some of the applications listed are Human Resources Command (HRC) internal only (EPM, SEPM, ITAPDB, SEPS, OSSS, and RPAS). If you are not internal to HRC, you will not be able to check off these boxes. DO NOT request access to all applications or check everything checkbox because it is available. Only check the applications the user needs to perform their job role. If you are unsure of the

Available Actions:
To request access, please check the checkbox for the desired application.
To request access removal, please uncheck the checkbox for the desired application.

Additional Information:

Application Acronym	Application Description
AORS	Automated Orders Reporting System
CITRIX	Software By Citrix Systems, Inc.:Provides Server and Desktop virtualization
COPS	Centralized Operations Police Suite
DATAQUERY	DQ: Data Query Application
EDAS	Enlisted Distribution And Assignment System
EP2	Enlisted Personnel Database
EPM	Enlisted Promotion Module
SEPM	Senior Enlisted Promotion Module
ITAPDB	Integrated Total Army Personnel Database
MS51	"The Green Machine"
SEPS (OERS)	Single Evaluation Processing System
OSSS	Officer Selection Support System
PERNET/ACF2	Personnel Network/Access Control Facility-2
RDMS	Reserve Database Maintenance System
RPAS	Retirement Points Accounting System
TOPMIS	Total Officer Personnel Management Information System

application acronym, click the yellow questions mark (?) next to "Application Access".

If user needs AORS, RDMS or RPAS (HRC ONLY) account and you wish to have their account mirror another user, provide that users' name in the "Mirror Account" textbox.

Application Access: ?

☐ AORS ☐ CITRIX ☐ COPS ☐ DATAQUERY ☐ EDAS ☐ EP2 ☐ EPM ☐ SEPM ☐ ITAPDB
☐ MSS1 ☐ SEPS ☐ OSSS ☐ PERNET ☐ RDMS ☐ RPAS ☐ TOPMIS

Mirror Account (AORS, RDMS, RPAS Only):

Comments

Click the "Manage IMS Account Comments" link to view previous comments for this user or to add a new comment. (Optional)

This will log the previous 10 comments on the account.

When a request is submitted, the most recent comment will be included in the email.

Manage IMS Account Comments

Create By	Create Date	Notes	Action

Manage IMS Account Comments

Create By	Create Date	Notes	Action
christopher.ban	Jun 5 2013 9:10AM	Initiate account, needs PERNET, EDAS, CITRIX, TOPMIS	Delete

Audit/Activity Logs

Click the "View Account Activity Log" link to view a history of the account access for this user.

When ready to submit the user request, click the "Update Access and Attributes" button at the bottom of the page.

Account Activity Log

Date	Windows ID	Process	Requestor, Details
6/5/2013 9:24:17 AM	gary.thomas	DIMPMIM1	christopher.banks10, Add TOPMIS Access Successful, More...
6/5/2013 9:24:16 AM	gary.thomas	DIMPMIM1	christopher.banks10, Add CITRIX Access Successful, More...
6/5/2013 9:24:15 AM	gary.thomas	DIMPMOM1	christopher.banks10, Add PERNET Access Successful, More...
6/5/2013 9:24:15 AM	gary.thomas	DIMPMOM1	christopher.banks10, Add EDAS Access Successful, More...
6/12/2013			LIBRANBA Update AD S...

Add Update System Roles

On this page, you may select what system roles the user needs. Highlight only those roles that the user needs. For CITRIX, select the applications that the user will need access to via CITRIX (At this time, most commonly used will be PERNET and TOPMIS2). To make multiple selections, hold down the CTRL button as you left click on your mouse to make selections.

For EDAS, the roles available are Promotion Reports (C10) and View Only. You can only select one.

When completed, click the "Update and Continue" button.

Add/Update Account Results

Lastly, you will be directed to a page that shows a summary of the transaction.

Click the "Done" button.

Add Update System Roles

Application Access Request Is For

AKO User ID: gary.thomas
SSN: *****
Sponsor: christopher.banks10

Please select a Role(s) for the Requested Application(s) ?

CITRIX Roles	EDAS Roles
CSL_SELECT	Promotion Reports (C10)
EPM	View Only
PERNET	
RETAIN	
SEPM	
TOPMIS2	

Update and Continue

Cancel

Add Update Account Results

Application Access Request Is For

AKO User ID: gary.thomas
SSN: *****
Sponsor: christopher.banks10

Application Access Request Results

CITRIX Access has been Requested.

EDAS Access has been Requested.

PERNET Access has been Requested.

TOPMIS Access has been Requested.

Request Status: Account Changes Have Been Requested.

Done

IMS Activity Email

The sponsor and the user will receive an activity notification email from IMS for each application that was requested and/or updated.

Once the access has been created, the sponsor and user will be notified via email and if the access requires a user name and password, they will be supplied in that email.

From: IMS@USAAC.ARMY.MIL
To: Banks, Christopher L CIV (US)
Cc:
Subject: IMS Activity Notification: gary.thomas

Sent: Wed 6/5/2013 9:24

Your Request was processed as follows:
Action: Add EDAS Access
Requested By: christopher.banks10
For: gary.thomas
Result: Add EDAS Access Request was Successful.

For more information, please visit
<http://spex.usaac.army.mil/SpexApp/Help/HRC.IMS.Sponsor.Help.htm>
Please do not send replies to the sender of this e-mail. If you need assistance, contact the USAAC Help Desk at: 1 (800) 223 3735, ext. 61700

Thank You,
IMS.

Updating an Existing User

Click the “Add / Update Access” link located in the left-hand navigation.

Input the user AKO ID in the text box and click the “Fetch User” button.

You will see a note under the AKO User ID text box: Found existing user within IMS

Add Update User Access

* AKO User ID: Note: Found existing User within IMS

General Information	Location Information
SSN: *****	Street Address: 1600 Spearhead Div Ave, Dept 600
Rank / Grade: Mr	Room # /Mail Stop:
First Name: Gary	City: Fort Knox
Middle Name: Wayne	State / Province: Kentucky
Last Name: Thomas	Postal Code: 42701
Employee Type: DA	Country:
AKO EMAIL Address: gary.thomas@us.army.mil	DSN Phone: 983-7968
PSC CODE: HR01	Work Phone: (502) 613-7968

IMS Retrieves Location Information from AKO: Corrections MUST be performed at AKO.

Security Eligibility to Classified Information Explanation Table

SECURITY ELIGIBILITY TO CLASSIFIED INFORMATION: LEVEL OF AN OFFICIAL BACKGROUND INQUIRY CONDUCTED: DATE BACKGROUND INQUIRY SECURITY CLEARANCE COMPLETED: DATE BACKGROUND INQUIRY SECURITY CLEARANCE STARTED:	STAGE IN THE PROCESS OF SCREENING: DATE GRANTED SECURITY ELIGIBILITY OR ACCESS: RESPONSIBLE AGENT FOR GRANTING INDIVIDUALS ELIGIBILITY: UIC:
---	---

ITAP Security Clearance and UIC Data Status:

☒ I verify that for Civilian/Contractor personnel, a favorable National Agency Check with Inquiries (NACI) or for Military personnel, a National Agency Check with Local Agency Check and Credit Check (NACLIC) has been completed on this user. I will notify ISD Security immediately to terminate this access approval if the investigation status of the user changes.

Click the “Get/Refresh Security Clearance and UIC Date from ITAP” button if you need to revalidate the user background investigation, check the checkbox to verify this information and then click the “Update Access for Existing User” button.

From here, you can:

Add Update User Access

General Information	Location Information	User IDs	Additional Information
AKO User ID: gary.thomas	Street Address: 1600 Spearhead Div Ave, Dept 600	Legacy ID: THOMASGW	*UIC: WZPNAA
SSN: *****	Room # /Mail Stop:	PERnet ID: ALTHOMO	<input type="button" value="Get DMSL thru ARQODA Values Via UIC"/>
EDIPI:	City: Fort Knox	TOPMIS/Citrix ID: gary.thomas	*DMSL: <input type="text" value="RRB"/>
Rank / Grade: Mr	State / Province: Kentucky	EDAS ID: GWT1001	*PSC: <input type="text" value="HR01"/>
First Name: Gary	Postal Code: 42701		*DML: <input type="text" value="RRR"/>
Middle Name: Wayne	Country:		*MACOM: <input type="text" value="FC"/>
Last Name: Thomas	DSN Phone: 983-7968		*ARQODA: <input type="text" value=""/>
Employee Type: DA	Work Phone: (502) 613-7968		HRC Office Symbol: <input type="text" value=""/>
AKO EMAIL Address: gary.thomas@us.army.mil			Other Office Symbol: <input type="text" value=""/>
Sponsor: christopher.banks10			Organization / Company: <input type="text" value=""/>
Sponsor Work Phone: 000.000.0000			
Sponsor AKO EMAIL: christopher.banks10@us.army.mil			

Update UIC and/or Office Symbol

Notes: ⁽¹⁾Existing Unverified Values, ⁽²⁾ITAP Value

Update users Role

PSC Type: ☐ UA/UB ☐ Other
 Echelon: ☐ MPD ☐ G1/J1 ☐ HRC ☐ Other
 Duty Position: ☐ Sr. HR Manager ☐ HR Manager ☐ HR Clerk
 Section: ☐ Per Services ☐ Strength Mgt ☐ Other

Application Access:

<input type="checkbox"/> AORS	<input checked="" type="checkbox"/> CITRIX	<input type="checkbox"/> COPS	<input type="checkbox"/> DATAQUERY	<input checked="" type="checkbox"/> EDAS	<input type="checkbox"/> EP2	<input type="checkbox"/> EPM	<input type="checkbox"/> SEPM	<input type="checkbox"/> ITAPDB
<input type="checkbox"/> MSS1	<input type="checkbox"/> SEPS	<input type="checkbox"/> OSSS	<input checked="" type="checkbox"/> PERNET	<input type="checkbox"/> RDMS	<input type="checkbox"/> RPAS	<input checked="" type="checkbox"/> TOPMIS		

Add/Remove Application Access

Mirror Account (AORS, RDMS, RPAS Only):

Comments: Initiate account, needs PERNET, EDAS, CITRIX, TOPMIS [Manage ID49 Account Comments](#) [View/Add Comment History](#)

Audit/Activity Logs: [View Account Activity Log](#) [View Account Activity Log](#)

Update user however needed and click the “Update Access and Attributes” button at the bottom.

You will get prompted to update the system roles. Update if needed, otherwise, click “Update and Continue” button.

Add Update System Roles

Application Access Request Is For

AKO User ID: gary.thomas
SSN: *****
Sponsor: christopher.banks10

Please select a Role(s) for the Requested Application(s) ?

CITRIX Roles	EDAS Roles
CSL_SELECT	Promotion Reports (C10)
EPM	View Only
PERNET	
RETAIN	
SEPM	
TOPMIS2	

Update and Continue

Cancel

Account results page will be displayed.

Note: The Request Status will only show the results of any changes in Application Access (adding/removing). If you only update the users’ profile (change UIC, Office Symbol, or Role), it will not be displayed on the Account Results page.

Click the “Done” button.

Add Update Account Results

Application Access Request Is For

AKO User ID: gary.thomas
SSN: *****
Sponsor: christopher.banks10

Application Access Request Results


Request Status: No Account Changes Were Requested.

Done

View User Access

To view a current users' access, click on the "View User Access" link located in the left-hand navigation.

From the View User Access page, input the users AKO ID and click the "Fetch User" button.

View User Access 

* AKO User ID:

Note: Found an Active User within IMS

General Information	Location Information	User IDs	Additional Information
SSN: ***** EDIPI: Rank / Grade: Mr First Name: Gary Middle Name: Wayne Last Name: Thomas Employee Type: DA AKO EMAIL Address: gary.thomas@us.army.mil Requesting Sponsor: christopher.banks10 Sponsor Work Phone: 000.000.0000 Sponsor AKO EMAIL: christopher.banks10@us.army.mil	Street Address: 1600 Spearhead Div Ave, Dept 600 Room # /Mail Stop: City: Fort Knox State / Province: Kentucky Postal Code: 42701 Country: DSN Phone: 983-7968 Work Phone: (502) 613-7968	Legacy ID: THOMASGW PERnet ID: ALTHOMG TOPMIS/Citrix ID: gary.thomas EDAS ID: GWT1001	UIC: WZUKAA DMSL: PSC: HR01 DML: MACOM: AR ARQODA: Office Symbol: Organization / Company:

PSC Type: Other
 Echelon: HRC
 Duty Position: HRMANAGER
 Section: Other

Sponsorship Level: ☒ None ☐ Level 1 ☐ Level 2 ☐ HRC HQ Read Only ☐ HRC HQ All
 Sponsoring PSC(s):

Application Access: ?

☐ AORS

☒ CITRIX

☐ COPS

☐ DATAQUERY

☒ EDAS

☐ EP2

☐ EPM

☐ SEPM

☐ ITAPDB

☐ MSS1

☐ SEPS

☐ OSSS

☒ PERNET

☐ RDMS

☐ RPAS

☒ TOPMIS

Mirror Account (AORS, RDMS, RPAS Only):

Comments: Updated UIC

Audit/Activity Logs: [View Account Activity Log](#)

From this page, you can view all the current information that is available for that user. This page will display the User IDs they have been assigned, sponsorship level, application access requested, most recent comment and you can click on the "View Account Activity Log" link to see all actions performed on this user.

This page is VIEW ONLY and you will not be able to modify any user information or account access. This must be done by clicking the "Add/Update Access" link in the left-hand navigation.

Manage Sponsorship

Only Level 2 sponsors and above will have the capability to delegate sponsorship to another user.

Transferring your sponsorship to another user should be done when you are leaving your duty position and transferring the users under your PSC code to the new sponsor.

Click the “Manage Sponsorship” link located in the left-hand navigation.

Input the user AKO ID in the text box and click the “Fetch User” button.

Under Manage Sponsorship, select the level of sponsorship you wish to delegate to user and then locate the users PSC code in the “Available PSC(s)” box, click on the user’s PSC code and click the “Add Selected PSC” button.

Manage User Sponsorship

* AKO User ID:
 Note: * Input is Required

General Information	Location Information
SSN: *****	Street Address: 1600 Spearhead Ave.
Rank / Grade: Mr	Room # /Mail Stop:
First Name: Richard	City: Ft. Knox
Middle Name: Allen	State / Province: KY
Last Name: Rayner	Postal Code:
Employee Type: DA	Country:
AKO EMAIL Address: richard.rayner@us.army.mil	DSN Phone: 983-7551
Current PSC Code: HR01	Work Phone: 502-613-7551
Current Sponsor: michael.k.montgomery	
Sponsor Work Phone: 000.000.0000	
Sponsor AKO EMAIL: michael.k.montgomery@us.army.mil	

Manage Sponsorship
☐ Remove All ☐ Level 1 ☒ Level 2

User Is Currently a Sponsor For PSC(s)

HR01

← Add Selected PSC ←


→ Remove Selected PSC →

Available PSC(s)


FS25
 FS26
 FS27
 FS34
HR01
 HS01
 HS03
 HS04

When finished, click the “Update User Sponsorship” button

You will see a note under the AKO User ID box that the Requested Operation was Successful.

Manage User Sponsorship 

*** AKO User ID:**

Note: Requested Operation was Successful. 

General Information	Location Information
SSN: *****	Street Address: 1600 Spearhead Ave.
Rank / Grade: Mr	Room # /Mail Stop:
First Name: Richard	City: Ft. Knox
Middle Name: Allen	State / Province: KY
Last Name: Rayner	Postal Code:
Employee Type: DA	Country:
AKO EMAIL Address: richard.rayner@us.army.mil	DSN Phone: 983-7551
Current PSC Code: HR01	Work Phone: 502-613-7551
Current Sponsor: michael.k.montgomery	
Sponsor Work Phone: 000.000.0000	
Sponsor AKO EMAIL: michael.k.montgomery@us.army.mil	


Manage Sponsorship

☐ Remove All
 ☐ Level 1
 ☒ Level 2

User Is Currently a Sponsor For PSC(s)

HR01

← Add Selected PSC ←

Remove Selected PSC → 


Available PSC(s)

AF01
 AM01
 AM03
 AM05
 AM06
 AM07
 AM08
 AM09

Transfer User

Click the "Transfer" link located in the left-hand navigation

Input the user AKO ID of the user you wish to transfer in the text box and click the "Fetch User" button

Transfer User 

*** AKO User ID:**

General Information	Location Information
SSN: *****	Street Address: 1600 Spearhead Div Ave, Dept 600
Rank / Grade: Mr	Room # /Mail Stop:
First Name: Gary	City: Fort Knox
Middle Name: Wayne	State / Province: Kentucky
Last Name: Thomas	Postal Code: 42701
Employee Type: DA	Country:
AKO EMAIL Address: gary.thomas@us.army.mil	DSN Phone: 983-7968
PSC CODE: HR01	Work Phone: (502) 613-7968

Transfer User

User's Current Sponsor: christopher.banks10

Find/Select a New Sponsor

You can keep the asterisk (*) in the "Where Last Name is Like" textbox and click the "List Sponsors" button. This will display all available sponsors for your PSC code

Find/Select a New Sponsor

List Sponsors Where Last Name is Like: *

	AKO ID	First Name	Middle Name	Last Name	PSC
Select	linda.s.carter1	Linda	S	Carter	HR01
Select	dean.clark1	Dean	Scott	Clark	HR01
Select	james.k.confer	James	Kenneth	Confer	HR01
Select	nicholas.j.meyer1	Nicholas	Joseph	Meyer	HR01
Select	michael.k.montgomery	Michael	K	Montgomery	HR01
Select	richard.rayner	Richard	Allen	Rayner	HR01
Select	amber.l.reed	Amber	Lyn	Reed	MD11

Or, you may enter in the Last Name of the sponsor and click the "List Sponsors" button.

Find/Select a New Sponsor

List Sponsors Where Last Name is Like: carter

	AKO ID	First Name	Middle Name	Last Name	PSC
Select	linda.s.carter1	Linda	S	Carter	HR01

Click the "Select" link next to the sponsor's name and the row will become highlighted in yellow.

Click the "Transfer User" button.

Transfer User

* AKO User ID: gary.thomas

General Information		Location Information	
SSN: *****	Street Address: 1600 Spearhead Div Ave, Dept 600	Room # /Mail Stop:	
Rank / Grade: Mr	City: Fort Knox	State / Province: Kentucky	
First Name: Gary	Postal Code: 42701	Country:	
Middle Name: Wayne	DSN Phone: 983-7968	Work Phone: (502) 613-7968	
Last Name: Thomas			
Employee Type: DA			
AKO EMAIL Address: gary.thomas@us.army.mil			
PSC CODE: HR01			

Transfer User

User's Current Sponsor: christopher.banks10

Find/Select a New Sponsor

List Sponsors Where Last Name is Like: *

	AKO ID	First Name	Middle Name	Last Name	PSC
Select	linda.s.carter1	Linda	S	Carter	HR01
Select	dean.clark1	Dean	Scott	Clark	HR01
Select	james.k.confer	James	Kenneth	Confer	HR01
Select	nicholas.j.meyer1	Nicholas	Joseph	Meyer	HR01
Select	michael.k.montgomery	Michael	K	Montgomery	HR01
Select	richard.rayner	Richard	Allen	Rayner	HR01
Select	amber.l.reed	Amber	Lyn	Reed	MD11

Transfer User

When processes has completed, IMS will state that the "Requested Operation was Successful" and the User's Current Sponsor will update to the new sponsor.

Transfer User

* AKO User ID:
Requested Operation was Successful

General Information

SSN: *****
Rank / Grade: Mr
First Name: Gary
Middle Name: Wayne
Last Name: Thomas
Employee Type: DA
AKO EMAIL Address: gary.thomas@us.army.mil
PSC CODE: HR01

Location Information

Street Address: 1600 Spearhead Div Ave, Dept 600
Room # /Mail Stop:
City: Fort Knox
State / Province: Kentucky
Postal Code: 42701
Country:
DSN Phone: 983-7968
Work Phone: (502) 613-7968

Transfer User

User's Current Sponsor: linda.s.carter1

Find/Select a New Sponsor

Where Last Name is Like:

	AKO ID	First Name	Middle Name	Last Name	PSC
Select	linda.s.carter1	Linda	S	Carter	HR01
Select	dean.clark1	Dean	Scott	Clark	HR01
Select	james.k.confer	James	Kenneth	Confer	HR01
Select	nicholas.j.meyer1	Nicholas	Joseph	Meyer	HR01
Select	michael.k.montgomery	Michael	K	Montgomery	HR01
Select	richard.rayner	Richard	Allen	Rayner	HR01
Select	amber.l.reed	Amber	Lyn	Reed	MD11

Deactivate User

To deactivate a user, click the "Deactivate User" link located in the left-hand navigation

Input the users AKO ID in the text box and click the "Fetch User" button

Verify that this is the correct user you wish to deactivate and if not, click the "Cancel" button". Otherwise, click the "Deactivate User" button".

Deactivate User Access

* AKO User ID:

General Information

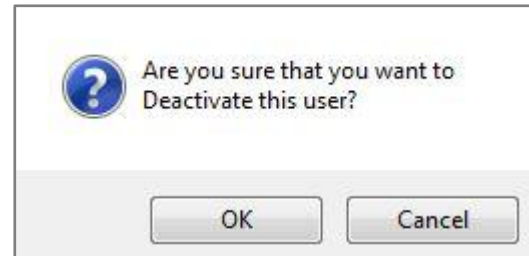
SSN: *****
Rank / Grade: Mr
First Name: Gil
Middle Name: Joseph
Last Name: Shatto
Employee Type: DA
AKO EMAIL Address: gil.shatto@us.army.mil
Current Sponsor: dean.clark1

Location Information

Street Address: 1600 Spearhead Division Avenue, DEPT 540
Room # /Mail Stop:
City: Fort Knox
State / Province: KY
Postal Code: 46032
Country:
DSN Phone: 312-983-7561
Work Phone: 502-613-7561

When you deactivate a user, any application access they had **will be deleted**. If the user transfers to a new unit/installation, their new IMS manager can reactivate their profile and request their application access back (if needed).

Click "OK" to confirm the deactivation of user's access.



Confirmation that user was deactivated successfully.

Deactivate User Access

* AKO User ID:

Note: User Deactivation for "gil.shatto": was successful .

General Information	Location Information
SSN:	Street Address:
Rank / Grade:	Room # /Mail Stop:
First Name:	City:
Middle Name:	State / Province:
Last Name:	Postal Code:
Employee Type:	Country:
AKO EMAIL Address:	DSN Phone:
Current Sponsor:	Work Phone:

Until the deactivated user is transferred out of your PSC code, their IMS profile will remain under your PSC code as a "Deactivated" user when viewing Work List, Pick List and Reports.

HRMANAGER	Rayner	Rayner	MPD	HRMANAGER	
gil.shatto	Shatto	Gil	MPD	HRMANAGER	[Deactivated]
gary.thomas	Thomas	Gary	HRC	HRMANAGER	

Regardless of transfer or deactivation, the User IDs will not change.

User IDs
























































Legacy ID: CARTERLS
 PERnet ID: ALCARTL
 EDAS ID: LSC1001

Work List

The Work List is a listing of all the users that you have added access to or have updated. From this Work List, there are up to five (5) quick action icons that you can perform on any user listed.

Click the “Work List” link located in the left-hand navigation

From the work list above, you can click on any of the icons in the Actions column for that user:

Work List					
Access Added or Updated by You					
UID	Last Name	First Name	Echelon	Position	Action(s)
james.apedaile	Apedaile	James	HRC	HRCLERK	    
christopher.banks10	Banks	Christopher	HRC	HRMANAGER	    
kelly.bristow	Bristow	Kelly	HRC	HRCLERK	    
linda.s.carter1	Carter	Linda	HRC	HRMANAGER	    
dean.clark1	Clark	Dean	HRC	HRCLERK	    
james.k.confer	Confer	James	HRC	HRCLERK	    
michael.k.montgomery	Montgomery	Michael	HRC	HRMANAGER	    
richard.rayner	Rayner	Richard	HRC	HRMANAGER	    
gary.thomas	Thomas	Gary	HRC	HRMANAGER	    
george.trawick	TRAWICK	GEORGE	HRC	HRMANAGER	    
renee.urban	Urban	Renee	HRC	HRMANAGER	    
Found [11] Users.					

Add/Update User	View User Access	Manage Sponsorship (LVL 2)	Transfer User	Deactivate User
				

Pick List

The Pick List is similar to the Work List above but allows you to search for a specific user or to list accounts by a PSC.

Click the “Pick List” link located in the left-hand navigation.

To view users that belong to a specific PSC Code, locate the PSC Code in the dropdown box and click the radio button next to “List Accounts by PSC Selected Above”.

Pick List

PSC Code: HR01

▼

Last Name:

List Accounts by PSC Selected Above:































☒ PSC

List Accounts Where Last Name is:

☐ Is exactly as entered above
☐ Starts with characters as entered above

List Users

Click the “List Users” button

Listing of Users Where: PSC is HR01								
UID	Last Name	First Name	Echelon	Position	UIC	Sponsor Access Level	Last Login	Action(s)
james.apedaile	Apedaile	James	HRC	HRCLERK	WZPNAA			    
christopher.banks10	Banks	Christopher	HRC	HRMANAGER	W6ED37	Level (4)	6/5/2013 1:07:42 PM	    
KERRY.BISHOP1	Bishop	Kerry	HRC	SRHRMANAGER	WZJ9AA			    
kelly.bristow	Bristow	Kelly	HRC	HRCLERK	WZV1AA			    
linda.s.carter1	Carter	Linda	HRC	HRMANAGER	WZW8AA	Level (2)		    
dean.clark1	Clark	Dean	HRC	HRCLERK	WZXAA	Level (2)	6/5/2013 10:21:56 AM	    

Much like the Work List, the Pick List also displays the users’ Echelon, UIC, Sponsorship Level (If blank, they are not delegated as a sponsor) and their last login date to IMS.

You can also click any of the icons in the Actions column for that user.

To search for a user using the Pick List, click the radio button “Is exactly as entered above” next to “List Accounts Where Last Name is” and input the users Last Name in the text box.

Pick List

PSC Code: HR01

Last Name: Banks

List Accounts by PSC Selected Above: ☐ PSC







List Accounts Where Last Name is: ☒ Is exactly as entered above

☐ Starts with characters as entered above

List Users

Click “List Users” button.

This will search for all users under the PSC Codes you sponsor with the last name you entered in the Last Name textbox.

Listing of Users Where: Last Name is Exactly Banks								
UID	Last Name	First Name	Echelon	Position	UIC	Sponsor Access Level	Last Login	Action(s)
christopher.banks10	Banks	Christopher	HRC	HRMANAGER	W6ED37	Level (4)	6/5/2013 1:07:42 PM	     

Found [1] Users.

If you do not know the correct/full spelling of the users last name, you can input a minimum of two (2) characters of the last name and click the “Starts with characters as entered above”. The results will populate all users whose last name begins with those characters entered in the “Last Name” textbox.

Reports

Click the “Reports” link located in the left-hand navigation.

There are two types of Reports that you can run, PSC and by Application.

To run a PSC Report, select your PSC code from the PSC Code dropdown box and next to “List Account by PSC or Application” click the radio button by PSC, then click the “List Users” button.

Report Selection Criteria

PSC Code: HR01 ▼

List Accounts by PSC or Application: ☒ PSC ☐ Application

List Users

Report of Users and Application Access where: PSC is HR01																								
As of: 6/5/2013 2:45:17 PM																								
Application Access Request Status Keys: R = Access Requested, S = Access Request Successful, E = Access Request Error																								
UID	Last Name	First Name	Echelon	Position	A O R S	C I T R I X	C O P S	D Q	E D A S	E P 2	E P M	S E P M	I T A P D B	L E G A C Y	M S 5 1	S E P S	O S S S	P E R N E T	R D M S	R P A S	T O P M I S	Status		
james.apedaile	Apedaile	James	HRC	HRCLERK	S													S					Active	
christopher.banks10	Banks	Christopher	HRC	HRMANAGER		S															S		Active	
KERRY.BISHOP1	Bishop	Kerry	HRC	SRHRMANAGER				S										S					Active	
kelly.bristow	Bristow	Kelly	HRC	HRCLERK																			Active	
linda.s.carter1	Carter	Linda	HRC	HRMANAGER	S	S	S								S		S						Active	
dean.clark1	Clark	Dean	HRC	HRCLERK																			Active	
james.k.confer	Confer	James	HRC	HRCLERK																			Active	
william.kiefer	Kiefer	William	HRC	HRCLERK		R		S										S					Active	
nicholas.i.meyer1	Meyer	Nicholas	HRC	HRMANAGER																			Active	

The PSC report will display the IMS UID, Last Name, First Name, Echelon, Position, Application Access and status.

In the Application columns:

R: Access has been **R**equested for this application

S: Access request for this application was **S**uccessful

E: Access Request **E**rror

To run an Application report, click the Application radio button next to “List Accounts by PSC or Application” and then select which Application you wish to check.

Report Selection Criteria

Application: EDAS

 List Accounts by PSC or Application:
 ☐ PSC

☒ Application

List Users

Report of Users and Application Access where: Application Name is EDAS								
As of: 6/12/2013 12:43:13 PM								
UID	Title	Last Name	First Name	Echelon	Position	PSC	Sponsor	Status
christian.hernandez	SSG	Hernandez	Christian	BDE	SRHRMANAGER	AF01	christopher.brown95	Active
sandra.cheri.amor	GS07	amor	Sandra	MPD	SRHRMANAGER	AM03	etaadmin	Active
johnny.d.hawkins	SFC	Hawkins	Johnny	MPD	HRCLERK	AM05	leg.wfadmin	Active
donald.hunter1	NH03	Hunter	Donald	OTHER		AM05	leg.wfadmin	Active
addie.johnson	GS1	Johnson	Addie	OTHER		AM05	etaadmin	Active
charlene.c.lockett	CPT	Lockett	Charlene	OTHER		AM05	etaadmin	Active
wesley.lowe	GS13	Lowe	Wesley	GJ	HRCLERK	AM05	leg.wfadmin	Active
fernandes.boyd	SFC	Boyd	Fernandes	GJ	HRCLERK	AM06	leg.wfadmin	Active

The Application Report will display all the users that have access to the application that was searched. The report populates the IMS UID, Title, Last Name, First Name, Echelon, Position, PSC Code, Sponsor and Status.

Troubleshooting

Cannot reach SPEX

Using Incorrect URL

- Be sure you are using the correct URL: <http://spex.ussac.army.mil>
- Cut and Paste the URL into the browser address bar to avoid any typographical errors

Correct URL but still cannot access

- Make sure the site is available using Vendor LAN or Air Card
- Check with Local IT Helpdesk for network issues

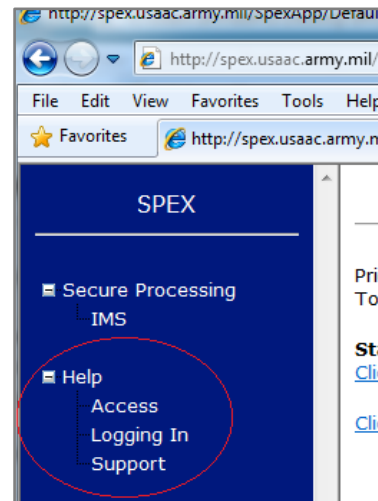
Unable to login to HIMS via SPEX

Does not have a HIMS Account

- Ensure the user trying to access HIMS is delegated as a HIMS Sponsor

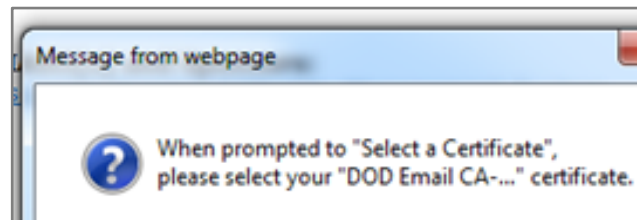
Does not know how to login to HIMS

- Ensure the user knows the proper procedure for logging into HIMS. Direct user to Help section in HIMS. See above, pages 3-5



Not Using Correct Certificate to Login

- Verify that the user is selecting their DOD EMAIL Certificate when logging into HIMS.



Common Findings

UIC Lookup on User

- This action is new for all users moving over from HURS

within HIMS

- Entering in a UIC is mandatory
- All subsequent values, (DMSL, DML, MACOM & ARQODA) are derived from the UIC and will help clean the data for all users who's values were incorrectly inputted by hand in HURS

Additional Information

* Query UIC: ☐ ⁽²⁾ [UIC Lookup](#)

Query DMSL thru ARQODA Values Via UIC

* UIC:

* DMSL: ☐ ⁽¹⁾

* PSC: ☐ ⁽¹⁾

* DML: ☐ ⁽¹⁾

* MACOM: ☐ ⁽¹⁾

* ARQODA: ☐ ⁽¹⁾

Office Symbol [HRC Only]: ▼

Office Symbol [Other]:

Organization / Company:

Notes: ⁽¹⁾Existing Unverified Values, ⁽²⁾ITAP Value

- Copy and Paste the appropriate UIC from the lookup window

UIC Search

PSC:

List UIC(s) Where: ☒ PSC is exactly as entered above
☐ PSC starts with characters as entered above

UIC	Description	DMSL	PSC	DML	UNTCA	ARQODA
W6F9AA		JHQ	AF01	JFC	JA	JJ
W6F905		JHQ	AF01	JFC	JA	JJ
W6F904		JHQ	AF01	JFC	JA	JJ
W6EP02		JHQ	AF01	JFC	JA	JJ
W4PQ43		SDO	AF01	AMC	XT	X1
W49BQ4		SOJ	AF01	SPO	SP	JJ
W3L904		SHQ	AF01	SSM	JA	JS
W37W02		JFS	AF01	THS	JA	TH
W37W01		JFS	AF01	NDU	JA	DF

Found [9] UIC Entries

- Then
"Query

click the
DMSL thru
ARQODA Values

* Query UIC: ☐ ⁽²⁾ [UIC Lookup](#)

Query DMSL thru ARQODA Values Via UIC

via UIC" button to populate the remaining fields



Application Access Restrictions for Users outside of HR01

- Selected Applications are only available for users in HR01 and sponsors in other PSC's will not be able to request access for their users and will not be selectable.

Application Access: ?

<input type="checkbox"/> AORS	<input type="checkbox"/> CITRIX	<input type="checkbox"/> COPS	<input type="checkbox"/> DATAQUERY	<input type="checkbox"/> EDAS	<input type="checkbox"/> EP2	<input type="checkbox"/> EPM	<input type="checkbox"/> SEPM	<input type="checkbox"/> ITAPDB
<input type="checkbox"/> MS51	<input type="checkbox"/> SEPS	<input type="checkbox"/> OSSS	<input checked="" type="checkbox"/> PERNET	<input type="checkbox"/> RDMS	<input type="checkbox"/> RPAS	<input type="checkbox"/> TOPMIS		

Work List Cleanup

- There is nothing that a user can do to remove a user from their Work list.
- Once a sponsor has performed an action on a user, they will be shown on the sponsors Work List.

General and Location Information

- The General and Location Information on the Add/Update User page is pulled from AKO.
- If the user's information is incorrect, the sponsor should contact the user and have them update their General and Location information in AKO.

General Information	Location Information
SSN:	Street Address:
Rank / Grade:	Room # /Mail Stop:
First Name:	City:
Middle Name:	State / Province:
Last Name:	Postal Code:
Employee Type:	Country:
AKO EMAIL Address:	DSN Phone:
PSC CODE:	Work Phone:

System Support Information

For password resets, permission issues or general questions, please contact the HRC IT Helpdesk.

USARMY Fort Knox HRC IT Helpdesk

1-877-272-1330

usarmy.knox.hrc.mbx.it-help-desk@mail.mil

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